



WICSmart

- WICSmart allows you to complete Nutrition Education lessons on the go from anywhere on any device.
 - To complete a lesson on your smartphone or tablet:
 1. Find the “WICSmart” app.
 2. Download the app.
 3. Click on the app and select West Virginia as your agency.
 4. Enter your Family ID# (F00000000000).
 5. Click on login.
 6. Click on any module.
 7. Finish the module at your own pace. If you get interrupted, you can save the session. Click on the “save” button and come back later to complete.
 8. Once you finish the module, you are done! No need to print or save anything. Your local WIC Program will let you know the next step.
 - To complete a lesson on your computer:
 - Go to wicsmart.com or wicsmart.jpma.com.
 - Select West Virginia as your agency.
 - Continue with steps 4-8 as shown above.
- The WICSmart mobile app gives you the option to take a lesson right away or download it for later. This can be helpful if you need to use free Wi-Fi instead of your mobile data or if you have spotty service.
 - If you download a module to your device, it can be completed offline and the results will automatically transmit in the background once your device regains internet connectivity.
- Please be sure to complete your nutrition education lesson at least one week in advance of benefit expiration date.

CONTACT US

**Office of Nutrition Services
West Virginia WIC Program**

Call 1-844-601-0365 or 304-558-0030

Text localwic + zip code to 67076

Email dhrwic@wv.gov

Visit dhr.wv.gov/wic

Participant Portal www.wichousehold.wvdhhr.org

EbtEDGE Website: ebtedge.com

WICSmart: Available to download from your app store or visit wicsmart.com OR wicsmart.jpma.com

WIC Shopper Mobile App: Available to download from your app store or visit EBTShopper.com



In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

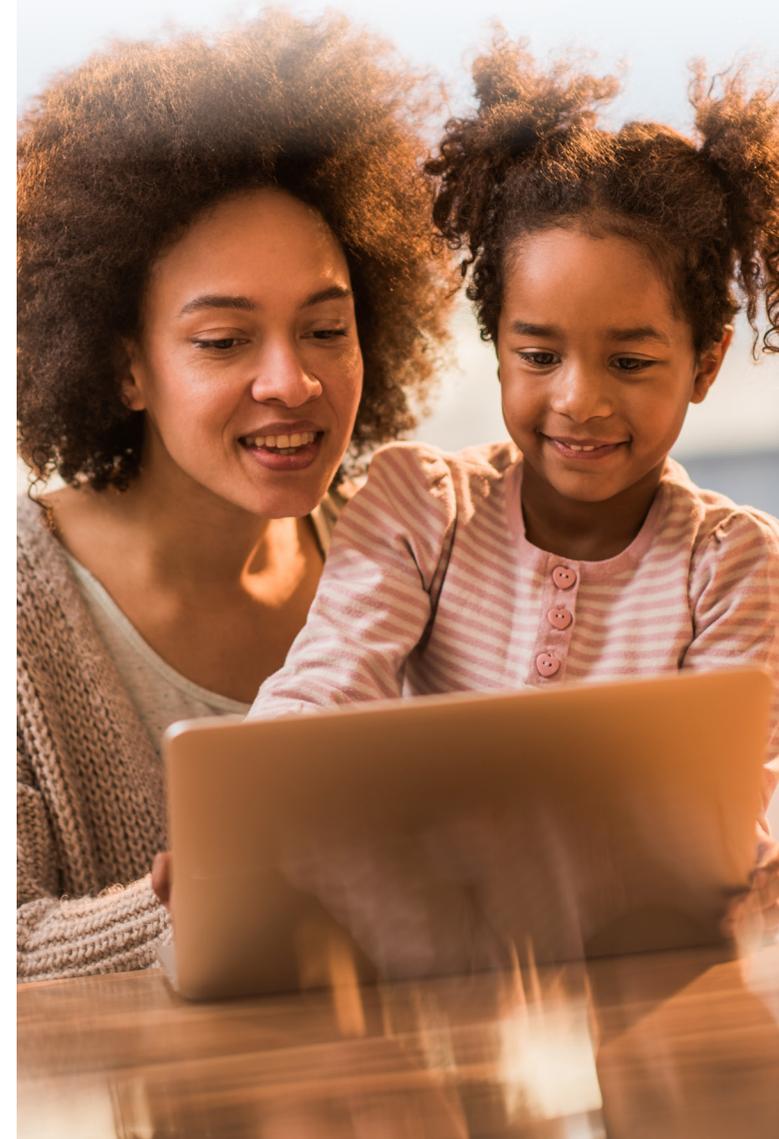
- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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WIC-65 (08/2019)



CONNECTING TO WIC
Any device. Anywhere. Anytime.





USING YOUR eWIC CARD

- You will use your eWIC card to purchase your WIC approved food benefits. The eWIC card is a safe and convenient way to use benefits!
- Once you receive your card, set up your PIN in one of the following ways:
 - Call Customer Service at 1-888-220-9555. This number can also be used to check your balance and report a problem.
 - Visit ebtedge.com.
- Take care of your eWIC card.
 - DO NOT write your PIN on your card.
 - DO NOT give your PIN to anyone that you do not want to use your card.
 - DO NOT bend your card.
 - DO NOT place your card in direct sunlight, such as on a car's dashboard.
 - Keep your card safe and clean.
 - Keep your card away from items such as magnets, cell phones, TVs, and microwaves.



ebtEDGE

- ebtEDGE is available as either a web-based cardholder portal or mobile app offering direct access to your EBT information. Below are some of the things you can do:
 - Select a new PIN.
 - Change an existing PIN.
 - View the balance on your EBT card.
 - Review your transactions.
 - Read helpful hints.
- Visit ebtedge.com
 - Click on "Cardholder Login" in the left panel.
 - If you already have a User ID and Password, enter them and click "Login".
 - If it is your first time logging in, click "Register Here," fill in all the fields to create a User Profile, then click "Register." Once your profile has been created, you will be asked to select security questions, and will then be taken to your Account screen where you will be able to link your eWIC card by clicking "Add Account."
 - When you click on your account from the "My Account List," you will be able to view your benefit balance, expiration date, and any transactions.
 - You can also choose or change your PIN from your Account Summary screen by clicking on "Account Services" at the top of the screen and then selecting "PIN Select." You will need to enter your date of birth, ZIP code, and new PIN.

PARTICIPANT PORTAL

- Using the Participant Portal, found at www.household.wvdhhr.org, you can do a number of things:
 - Check WIC eligibility.
 - View your family and health information.
 - View, edit, and/or cancel scheduled appointments.
 - View nutrition education information or take a class online.
 - View your benefit balance.
 - Find WIC clinics near you.
 - Change your address or phone number.



WIC SHOPPER

- The WIC Shopper mobile app, available for both Android and Apple products, is a tool developed to help you check if food items are allowed for purchase with your WIC benefits. There are several other useful features within the app to help make your WIC experience easier, such as checking your remaining benefit balance while in the store.
- After downloading the app you can scan the barcode or manually enter the barcode number of a food item and the app will tell you if it is WIC approved.
 - By also registering your eWIC card on the app, you will be able to get more detailed information based on your specific available benefits.
- If you register your card you can check your remaining balance.
- You can view an electronic version of the WIC Approved Food List.
- If you scan an item you think should be allowed but the app says it isn't, click the "I couldn't buy this" button.
 - Enter all the starred (*) information to send the product details to the State WIC Office for review.
 - If you have an Apple device, you can include pictures of the product and barcode.
- View yummy recipes to find ideas for cooking with your WIC approved foods.
- The life hacks section is full of ideas to make your life easier by showing you fun, easy ways to use your WIC products.